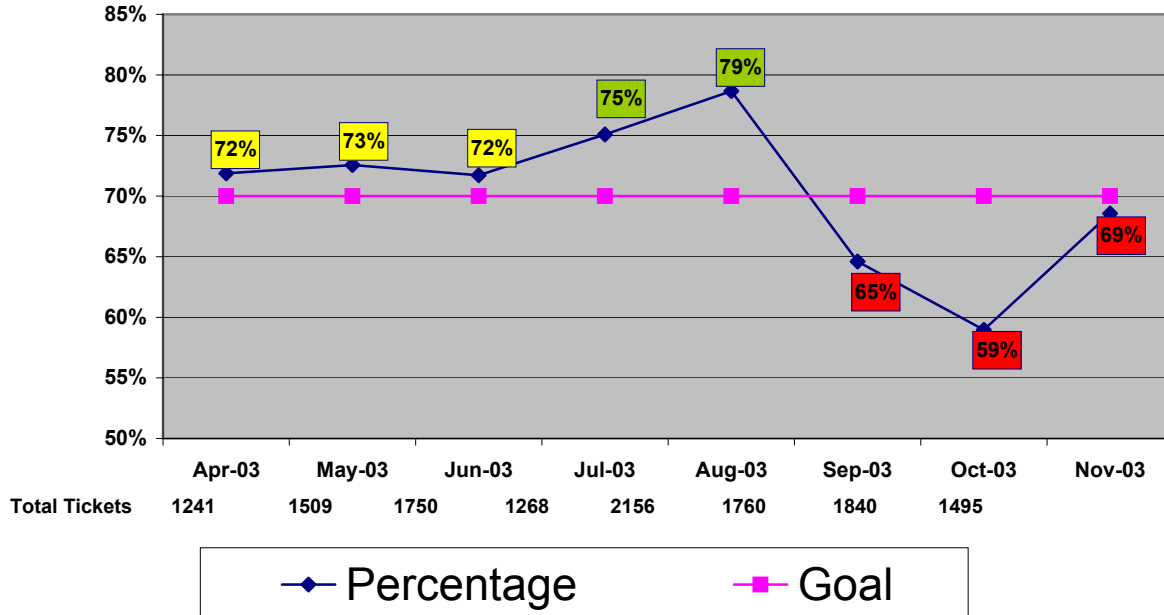
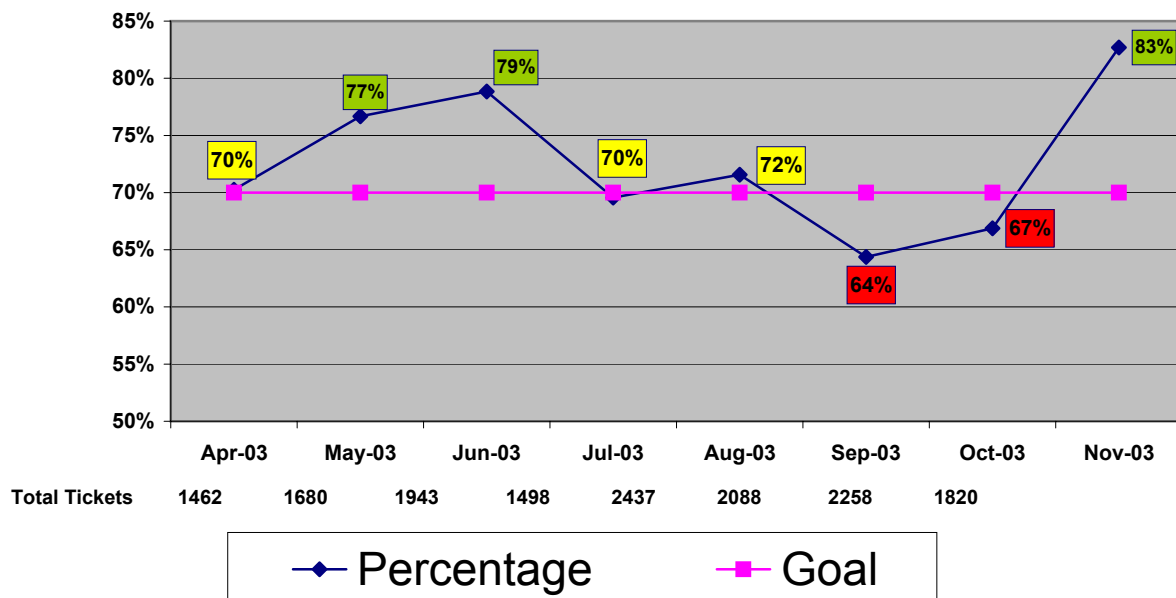


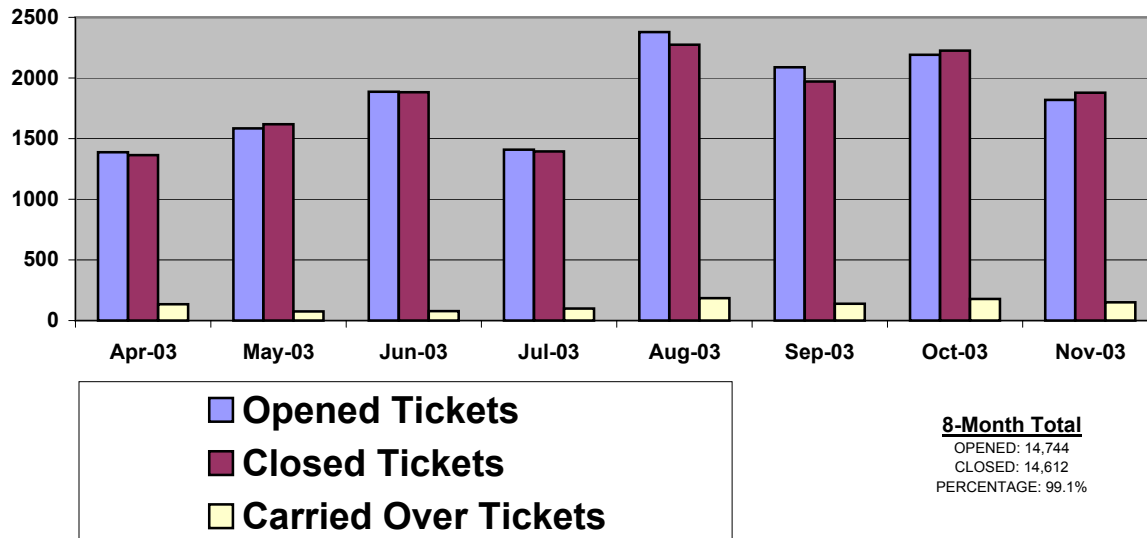
**Service Agreement - Repair or Make Recommendation Within 24 Hours**  
(Percentage of All Desktop Team Tickets!)



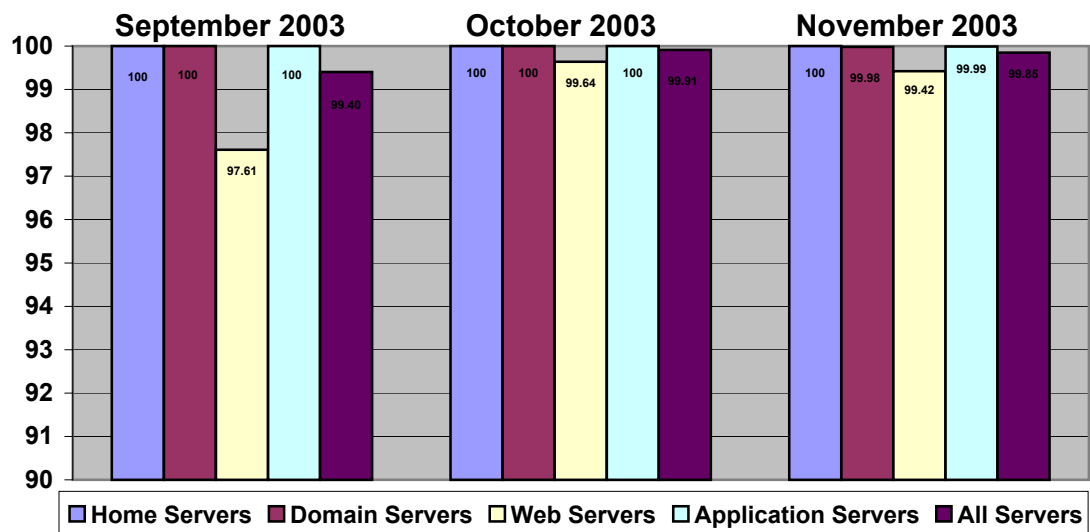
**Service Agreement - Customer Contacted Within 2 Hours**  
(Percentage of all OIT Tickets)



## Remedy Statistics (Monthly Service Tickets)

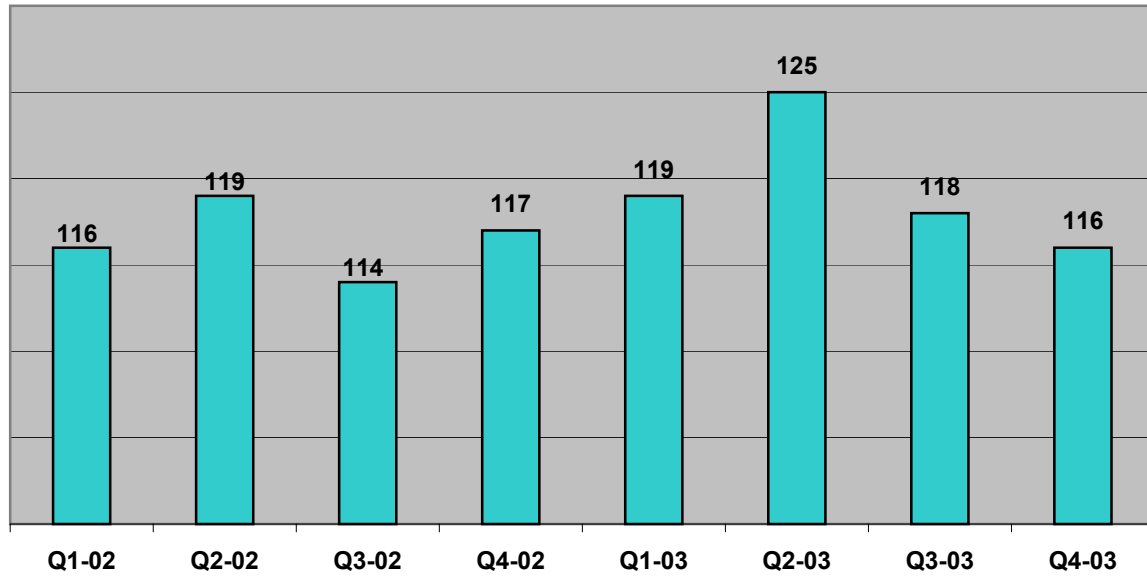


## Server Availability (Percentage)

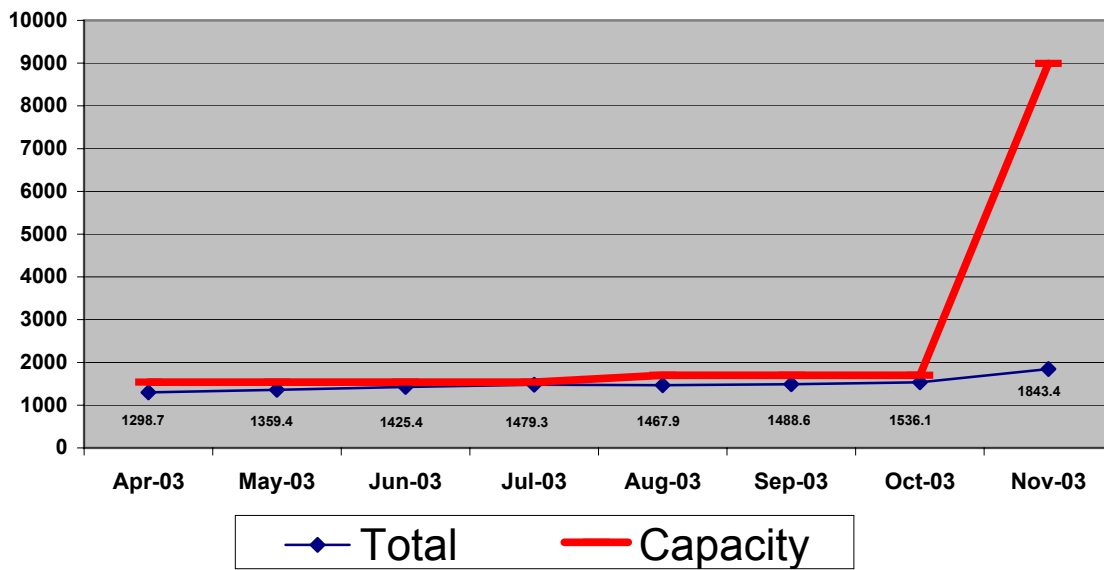


Metrics are based on the availability of these servers  
 from Monday through Friday (7:00AM to 6:00PM each day)!

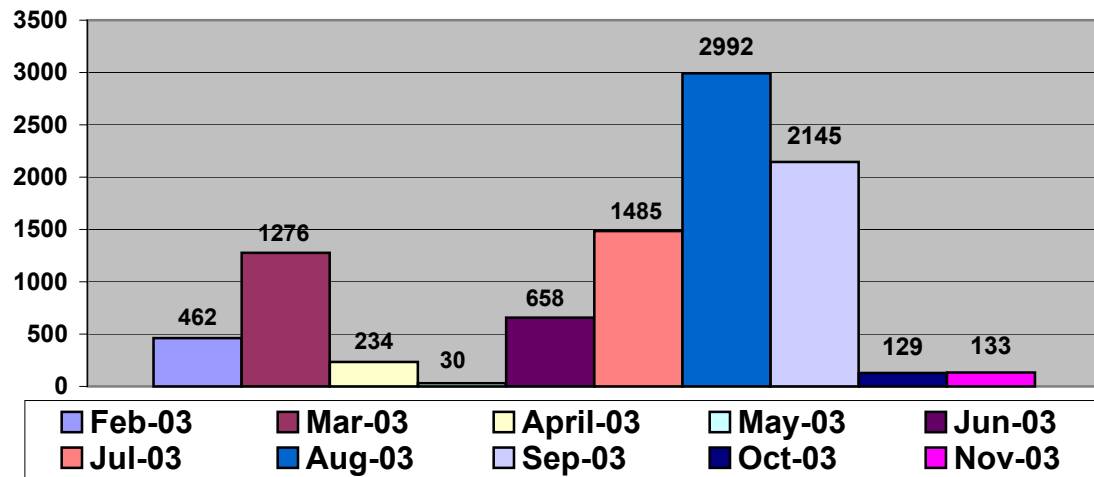
**Server Count Metric**  
(Total Number of Servers in the OD Domain)



**Datastore Growth/Capacity Metric**  
(Home Disk Space - In Gb's)



**Incident Response Team  
Requests for Response (Total Requests)**



Incident Response Team Requests for Response include: Intrusion attempts  
against/from OD, Website defacements, and Hacks or virus detection/cleaning  
on OD or CIT Exchange/Application servers.